

Element Performance Inspection (EPI)

4.2.4 Training of Flight Attendants (OP)

Purpose of this Element (Air Carrier's responsibility):

To ensure that its flight attendants are properly trained.

Objective (FAA responsibility)

To determine if the Air Carrier trains in accordance with its approved Flight Attendant training program.

Specific Instructions for this EPI:

To accomplish this EPI, the inspector will need to observe part or all of the curriculum segments of the FAA approved training program for flight attendants listed below. The Principal Inspector (PI)/Cabin Safety Inspector (CSI) team should request that the activities take place at certain locations or involve specific training modules, and may give instructions for the completion of this EPI by a specific date.

- *Basic indoctrination training*
- *Initial and transition training*
- *Emergency training, including hands-on drills*
- *Differences training*
- *Security and hazardous materials training*
- *Recurrent training*
- *Requalification training*

The inspector should ensure all aspects of the training program are covered including manuals, lesson plans, mock-ups, training devices, facilities, etc. Besides reviewing the training program, other documentation to review should include training records and Operations Specifications (specifically Part A for deviations to training requirements).

Question 1.1. An answer of “Yes” would indicate that the observed training, conducted in accordance with an approved training program, was satisfactory. The inspector should select the ‘YES’ button for the specific question and in the pop-up box enter the name of the observed modules (listed above).

Task 4. Appropriate personnel are instructors, flight attendants, etc.

Related EPIs:

- 2.1.1 Manual Currency (AW / OP)
- 2.1.2 Content Consistency Across Manuals (AW / OP)
- 2.1.3 Distribution (Manuals) (AW / OP)
- 2.1.4 Availability (Manuals) (AW / OP)
- 4.2.9 Outsource Crewmember Training (OP)
- 4.3.2 Airmen / Crewmember Checks and Qualifications (OP)

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To meet this objective, the inspector will accomplish the following tasks (at the inspection locations where applicable):

1. Review the FAA Guidance and Specific Regulatory Requirements (SRR) included in the supplemental information section of this EPI.
2. Review the associated SAI, with emphasis on the Controls Attribute section.
3. Review the Flight Attendant Training Program.
4. Interview the appropriate personnel.
5. Observe Flight Attendant Training and assess the results.
6. Review Flight Attendant Training records.

To meet this objective, the inspector will answer the following questions:

1. Were the following performance measures met:

<i>1.1 Training is conducted in accordance with the approved training program.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
<i>1.2 Cabin mockups, door trainers, and training devices are used in accordance with the approved training program.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
<i>1.3 Instructors are following the lesson plan for the appropriate curriculum segment.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
<i>1.4 Instructors are trained and knowledgeable in the Air Carrier's approved training program.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
<i>1.5 Instructors maintain appropriate records in accordance with the approved training program.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
<i>1.6 The proficiency of flight attendants is evaluated through appropriate testing and checking.</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
2. Were the Flight Attendant Training procedures followed?

	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
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3. Were the controls for Training Flight Attendants followed?

	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
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4. Were the Flight Attendant Training records maintained in accordance with the Air Carrier's procedures?

	<input type="checkbox"/> YES <input type="checkbox"/> NO	If no, explain:
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5. <Deleted>

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SUPPLEMENTAL INFORMATION

SRRs:

- 14 CFR 121.401 (a-e), “Training program: General.”
- 14 CFR 121.403 (a, b), “Training program: Curriculum.”
- 14 CFR 121.404, “Compliance dates: Crew and dispatcher resource management training.”
- 14 CFR 121.415 (a-e, g), “Crewmember and dispatcher training requirements.”
- 14 CFR 121.417 (a-e), “Crewmember emergency training.”
- 14 CFR 121.418 (a), “Differences training: Crewmembers and dispatchers.”
- 14 CFR 121.421 (a-c), “Flight attendants: Initial and transition ground training.”
- 14 CFR 121.427 (a-d), “Recurrent training.”
- 14 CFR 121.429 (a), “Prohibited drugs.”
- 14 CFR 121.405 (a, e, f), “Training program and revision: Initial and final approval.”

Other CFRs and FAA Guidance:

- Legal Interpretations:
 - 3/11/88 to: Ms. Joellen M. Thompson, Legal Interpretation of FAR 121.434(e)
- 14 CFR 121.400 (a-c), “Applicability and terms used.”
- 14 CFR 121.405 (b-d, g), “Training program and revision: Initial and final approval.”
- 14 CFR 121.432 (c, d), “General.”
- FAA Order 8400.10, Vol. 3, Chap. 14, “Flight Attendant Training and Qualification Programs.”
- HBAAT 97-07, “Amendment to Guidelines for Crewmember Training on Aircraft Tailcones and Approval of Tailcone Training Devices.”
- HBAAT 96-04, “Guidelines for Training Flight Attendants Assigned to Open More Than One Door During an Aircraft Emergency Evacuation.”
- Federal Register 58 FR 46500, “Protective Breathing Equipment Training,” Vol. 58, No. 168, Sep. 1, 1993.
- FSAT 97-02, “Approval of Flight Attendant Training Programs and Acceptance of Flight Attendant Manuals.”
- FSAT 97-07, “Miscellaneous Cabin Safety Training and Procedure Items.”
- Refer to Advisory Circulars using a search engine (such as ATP Navigator or Summit).